

**Job Title:** SENIOR COMPUTER TECHNICIAN  
**Reports to:** Director of Technology  
**Dept./School:** Technology Department  
**Wage/Hour Status:** Non-Exempt  
**Date Revised:** September 19, 2022

### **Primary Purpose**

Provide technical services for specialized computer software programs in the Career and Technical Education Program.

## **QUALIFICATIONS**

### **Education/Certification**

Associate's degree or equivalent experience required  
Bachelor's degree preferred Relevant IT certification, preferred

### **Special Knowledge/Skills**

Effective verbal and written communication, interpersonal, and telephone etiquette skills  
Ability to provide both technical and supervisory leadership, specialized computer skills  
Expert level experience implementing and managing end-user devices  
Ability to set priorities and handle multiple complex assignments

### **Experience**

Minimum of 5 years of experience providing helpdesk and technical support to end users, preferably in an educational environment

## **MAJOR RESPONSIBILITIES AND DUTIES**

1. Provides leadership, coaching, training, and supervision of Computer Technicians at the assigned level.
2. Provide leadership in the implementation and management of policies and procedures for supporting end-user devices including the district's 1:1 program.
3. Ensure that district and campus technical needs are met.
4. Provide up to TIER III support for all technology systems district wide.
5. Work cooperatively with district/campus leadership and external vendors to resolve issues.
6. Provide regular updates and status reports to the appropriate supervisor.
7. Stay up-to-date professionally through the selection of quality professional learning opportunities.
8. Research district policy, precedent, and current practices prior to taking action.
9. Participate as an effective team member who contributes to district, department, and content goals.
10. Demonstrate integrity and ethics.
11. Display proficient levels of technology applications.
12. Utilize time wisely for effective management of job responsibilities.
13. Maintain punctuality in daily work times, appointments, and meetings.
14. Meet task completion deadlines established by supervisor.

- 15. Maintain friendly customer-service-driven interactions with all stakeholders, students, teachers, administrators, and co-workers.
- 16. Work cooperatively with co-workers and supervisors to ensure that the goals of the school/department are met.
- 17. Maintain a positive and professional tone in all communication (i.e. email, written, and verbal).

**Other**

- 18. Perform other duties and accept other responsibilities as required.

**Supervisory Responsibilities**

- 19. Computer Technicians  
Helpdesk Technicians

**WORKING CONDITIONS**

**Mental Demands/Physical Demands/Environmental Factors**

Effective communication; concentration while performing duties; ability to maintain emotional control under stress; ability to work with frequent interruptions. Moderate standing, walking, bending, lifting and moving up to 30 pounds; unboxing and installing new items; prolonged sitting and use of computer; repetitive hand motions; occasional prolonged and irregular hours.

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

**Reviewed by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_ **Date:** \_\_\_\_\_